

Jaffray Care Society

Langdale and Keswick (Parkfields)

Inspection summary

CQC carried out an inspection of this care service on 25 August 2016 and 31 August 2016. This is a summary of what we found.

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|---------------------------------|--------|
| Overall rating for this service | Good ● |
| Is the service safe? | Good ● |
| Is the service effective? | Good ● |
| Is the service caring? | Good ● |
| Is the service responsive? | Good ● |
| Is the service well-led? | Good ● |

Our inspection took place on 25 and 31 August 2016 and was unannounced. We last inspected the service on 19 December 2013 when we found the provider was meeting regulations.

Langdale and Keswick is a care home that provides personal care to people who have a learning disability. The home can accommodate eight people, with seven people living there at the time of our inspection.

There was a registered manager in post at the time of our inspection. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

People's safety was promoted through the provider identifying risks to people and then putting measures in place to ensure people were safe, while promoting their independence. People were supported by sufficient numbers of staff that knew them well. Staff understood how to identify potential abuse and protect people from harm. People received their medicines in a safe way. Staff were checked for their suitability to work with people before starting work at the home.

People were supported by staff who were skilled and knowledgeable. Staff were supported with

on-going training and demonstrated they were able to put this into practice. People were asked for their consent before they received care and support, and we saw people's rights were promoted. People could have the food and drink they wanted, this reflecting their preferences and needs. People were supported to have regular access to community healthcare.

We saw staff were kind, caring, and respectful to people. People's individuality was recognised and respected. People's dignity and privacy was respected. People made choices about how their care was delivered.

People were involved in planning their care, with support where needed. People's views were sought when their needs and preferences changed. Staff understood how to deliver care that reflected the person's individual needs and preferences. People were supported to live their life how they wished with support to access the wider community. People knew how to complain and had confidence complaints would be resolved.

The service was well led and people expressed confidence in staff and the provider. The provider has a clear ethos that was person centred, understood by staff and reflected how home was run. There were systems in place to capture people's experiences and make changes based on what people wanted. Staff felt well supported, liked working for the provider and were happy in their work.

You can ask your care service for the full report, or find it on our website at www.cqc.org.uk or by telephoning 03000 616161